Review and Import E-Commerce Orders

How to Review and Import E-Commerce Orders in Muhasib ERP

Overview

This guide will help you review incoming e-commerce orders and import allowed orders into Muhasib without duplication.

Who can do this

You need access to E-Commerce Orders plus sales and relevant master-data permissions.

Before you start

Confirm integration credentials/settings are approved, mappings are current, and the synchronization period and order statuses are understood.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → Sales & Customers → E-Commerce Orders.

Review and Import E-Commerce Orders

Step 1: Refresh or retrieve orders for the approved period

Step 2: Review external order ID, customer, lines, quantities, prices, tax, delivery,

Review external order ID, customer, lines, quantities, prices, tax, delivery, payment, and status.

Step 3: Resolve unmapped or invalid customers and items

Step 4: Search Muhasib for the external order ID before importing

Step 5: Import each eligible order once

Import each allowed order once.

Step 6: Record rejected orders and their reason for correction

Check your work

Match each external ID to one Muhasib document and compare and confirm customer, lines, totals, tax, delivery charge, payment, and status.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Never import the same external ID twice.
- Correct mappings before repeatedly refreshing failed orders.

Related guides

- Create a Sales Order
- Create a POS Sale

- Configure E-Commerce and Offline POS Synchronization

What to do next

> **Create a Sales Order**.

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